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[Fig. 1]

1: network system  
2-1: organization network system (first organization)  
2-2: (second organization)  
2-n: ("n"th organization)  
3: analysis and evaluation apparatus  
20-1: client computer (first member)  
20-m: ("m"th member)  
24: server  
100: network  
102: organization LAN

[Fig. 2]

20: client computer  
24: server  
3: analysis and evaluation apparatus  
200: main body  
204: memory  
206: display and input device  
208: storage device  
210: recording medium  
212: communication device  
to LAN/network

[Fig. 3]

22: client program  
to display and input device  
222: email program  
224: web browser  
226: LAN communication controller  
to network

[Fig. 4]

26: server program  
to organization LAN  
260: LAN communication controller  
262: network communication controller  
264: email server  
266: web server  
268: log manager  
270: log DB  
to network

[Fig. 5]

34: analysis and evaluation program

to network  
340: network communication controller  
342: survey unit  
344: survey result DB  
346: analysis and evaluation unit  
348: analysis and evaluation result DB  
350: organization and individual DB  
to display and input device

[Fig. 6]  
organization ID  
organization name  
organization form  
period  
upper organization

[Fig. 7]  
organization ID  
organization name  
organization form  
period  
upper organization  
formal  
July 4, 1992 to the present  
formal  
July 4, 1992 to the present  
informal  
October 24, 2001 to the present  
project  
May 17, 2003 to June 2, 2003  
formal  
December 23, 2002 to March 31, 2003  
informal  
January 7, 2003 to March 31, 2003

[Fig. 8]  
personal ID (employee ID)  
name  
email address  
organization ID

[Fig. 9]  
employee ID  
name  
email address

organization ID

[Fig. 10]

survey results (activity)  
respondent ID (personal ID)  
response ID  
activity main organization (organization ID)  
activity contents  
participant (personal ID)  
period  
frequency

[Fig. 11]

survey results (transmission)  
respondent ID (personal ID)  
response ID  
recipient (personal ID)  
transmission contents  
period  
frequency

[Fig. 12]

survey results (attitude change)  
respondent ID (personal ID)  
response ID  
individual who provided affect (personal ID)  
contents of affect  
period  
frequency

[Fig. 13]

organization communication ID  
respondent ID (personal ID)  
response ID

[Fig. 14]

survey results (attribute of an individual or organization, external environment, personal ~~recognition~~, etc.)  
respondent ID (personal ID) cognition  
answer for question 1  
answer for question 2  
answer for question R

[Fig. 15]

organization ID

common word

[Fig. 16A]

common word ~~of~~ organization A

common word for

appearance frequency

client

Woman

## discussion

strategy

technique

customer

business

site

[Fig. 16B]

common word for organization B

common word

appearance frequency

site

request

server

everybody

idea

## discussion

technique

cost

[Fig. 16C]

common word for organization C

common word

appearance frequency

yen

robot

technique

## discussion

```
print
```

cost

production

server

[Fig. 17]

organization ID

common word

concept

[Fig. 18]

organization ID  
common synonym  
common synonym  
appearance frequency  
{cliente, customer, client}  
{activity, action, job, task, . . .}  
{solution, resolving method, answer, . . . }  
common synonym  
appearance frequency  
{understanding, knowledge, sense, experience, . . .}  
{technique, technology, function}  
common synonym  
appearance frequency

[Fig. 19]

respondent ID (organization ID)  
ID of organization that provided affect  
common word

[Fig. 20]

respondent ID (organization ID)  
ID of organization that provided affect  
common word  
concept

[Fig. 21]

Start  
S500: Read one line of common word information to be processed next.  
S502: sender organization ID  $\neq$  recipient organization ID?  
S504: Read word list, and set common word  $W_i$  to be processed.  
S506: Common word  $W_i$  included in communication contents?  
S508: Output common word  $W_i$  as common word information.  
S510: Designate next common word as common word  $W_i$  to be processed.  
S512: All the lines processed?  
End

[Fig. 22]

respondent ID (personal ID)  
individual who provided affect (personal ID)  
common word

[Fig. 23]

respondent ID (personal ID)

individual who provided affect (personal ID)  
common word  
concept

[Fig. 24]  
organization ID (personal ID)  
common word  
affect range (organization count)

[Fig. 25]  
organization ID  
affect range (organization count)

[Fig. 26]  
organization ID  
affect level (frequency)

[Fig. 27]  
Start  
S520: Read one line of common word information to be processed.  
S522: Flag set for recipient organization ID?  
S524: Increment affect range for sender organization ID.  
S526: Add flag to recipient organization ID.  
S528: All the lines of common word information processed?  
End

[Fig. 28]  
Start  
S540: Read one line of common word information to be processed.  
S542: Increment affect level for sender organization ID.  
S544: All the lines of common word information processed?  
End

[Fig. 29]  
organization ID (personal ID)  
common word  
concept  
affect range (organization count)

[Fig. 30]  
organization ID  
concept (word)  
affect range (organization count)  
client  
satisfaction

reliability  
service  
solution  
knowledge  
technique  
competition  
environment

[Fig. 31]

organization ID

concept ~~client~~ (word)

affect level (frequency)  
client  
satisfaction  
reliability  
service  
solution  
knowledge  
technique  
competition  
environment

[Fig. 32]

concept ID

organization ID/personal ID

concept

affect level (total value)

period

[Fig. 33]

concept ID

organization ID/personal ID

concept (including similar concept)

affect level (total value)

period

[Fig. 34]

concept ID

concept

affect range

period

[Fig. 35]

S30: analysis and evaluation sequence

24-1: server



24-2: server  
24-n: server  
3: analysis and evaluation apparatus  
S300: Designate evaluation target.  
S302: Designate evaluation medium.  
S304: Transmit survey form.  
S306: Receive response.  
S308: Designate evaluation target and range.  
S310: Output analysis and evaluation results.  
S40: Analysis and evaluation

[Fig. 36]

S40: Analysis and evaluation  
Start  
S400: Analyze survey results data, and extract common word.  
S402: Compare common word with survey results data.  
S404: Evaluate organization or individual.  
S406: Evaluate common word.  
S408: Statistical analysis.  
S410: Time-transient analysis.  
S412: Total evaluation.  
S414: Store analysis and evaluation results.  
End

Fig. 1

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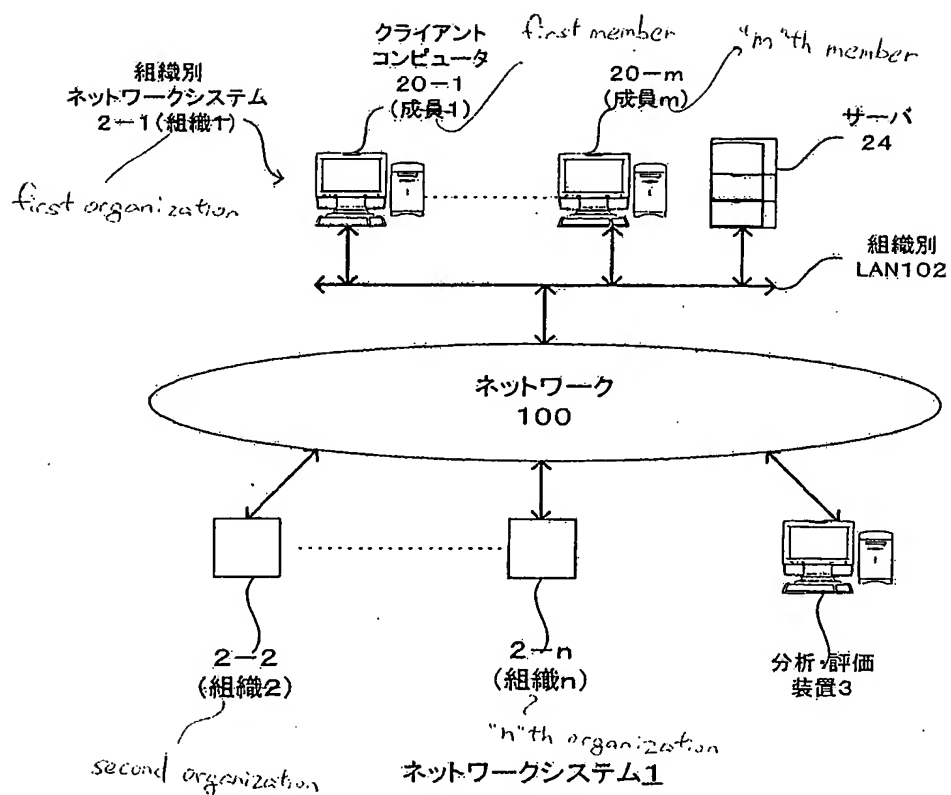
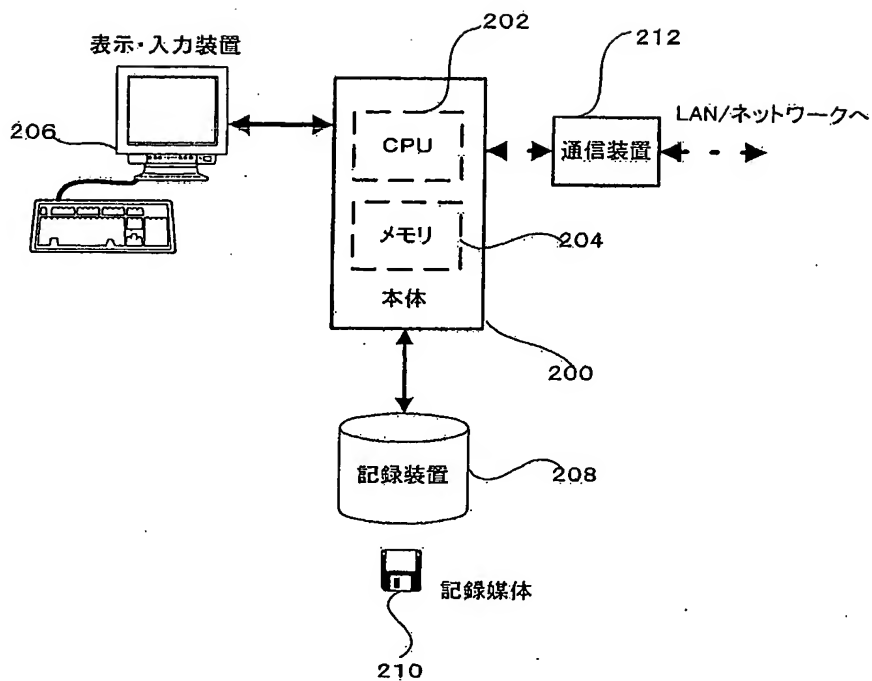


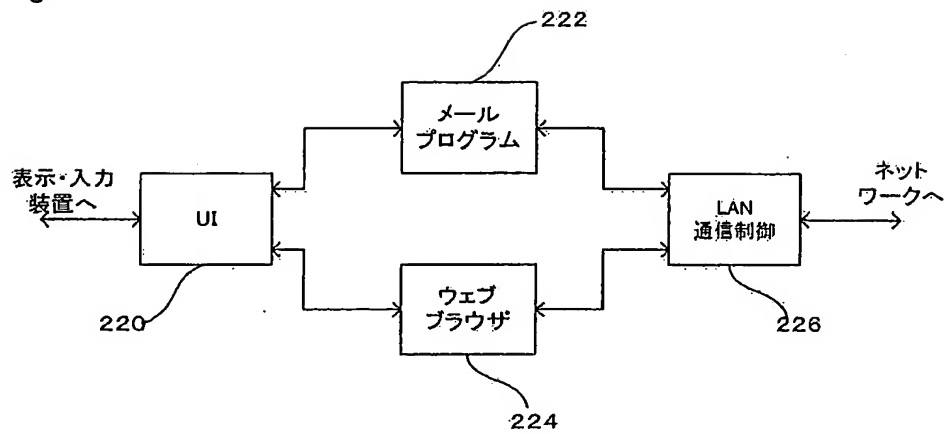
Fig. 2



クライアントコンピュータ20,  
サーバ24,  
分析・評価装置3

Fig. 3

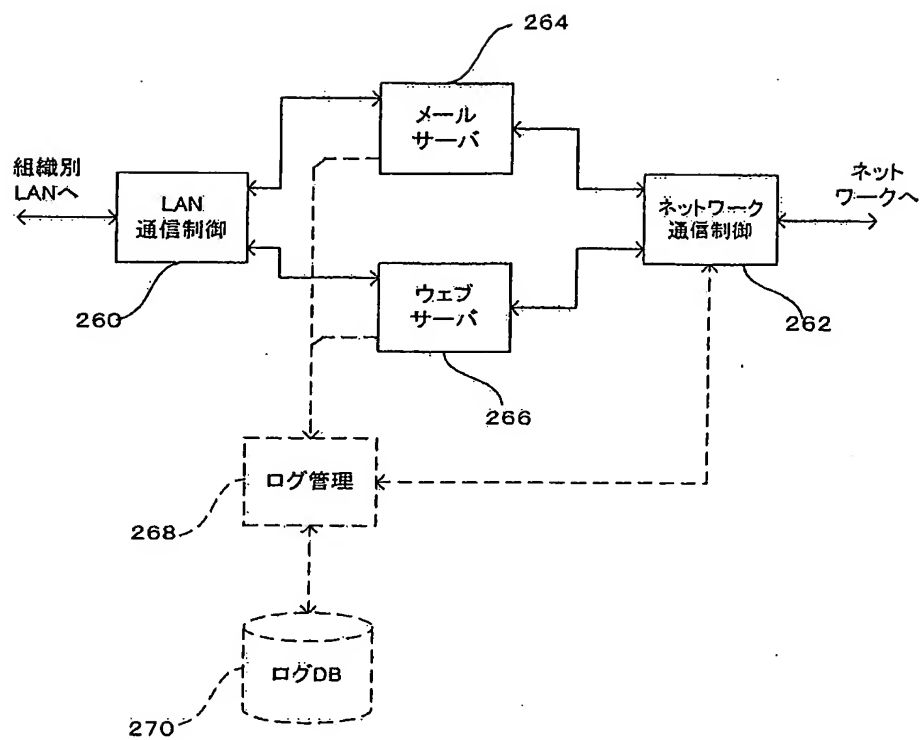
3/20



クライアントプログラム222

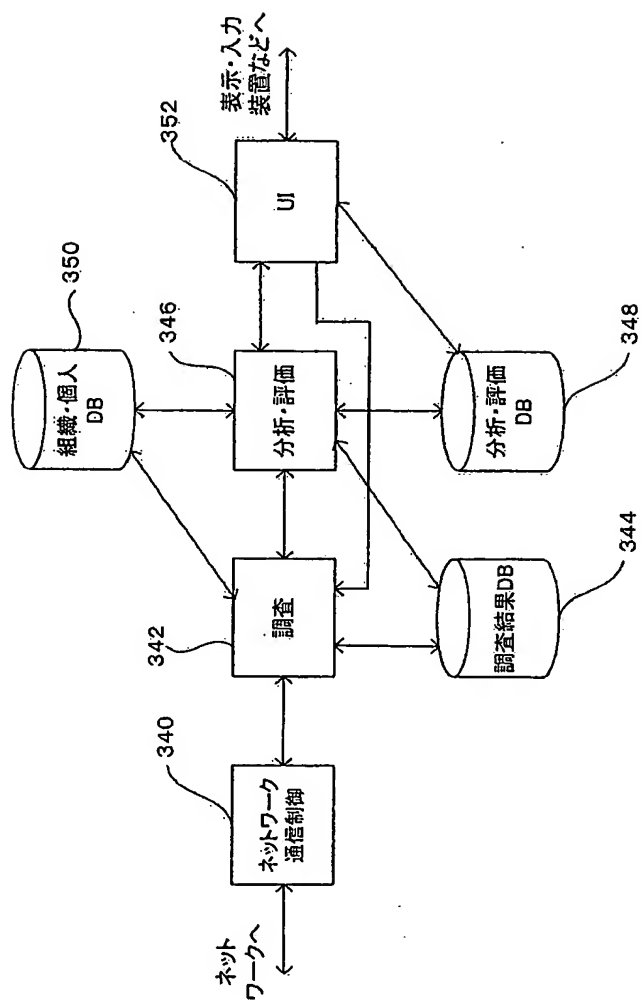
Fig. 4

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サーバプログラム26

Fig. 5



分析・評価プログラム34

Fig. 6

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組織ID	組織名	組織形態	期間	上位組織
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Fig. 7

組織ID	組織名	組織形態	期間	上位組織
1	社長室	フォーマル	1992年7月4日 ～現在	-
2	B	フォーマル	1992年7月4日 ～現在	1
3	C	インフォーマル	2001年10月24日 ～現在	2
4	D	プロジェクト	2003年5月17日 ～2003年6月2日	3
...	...	...	...	...
100	AA	フォーマル	2002年12月23日 ～2003年3月31日	29
101	AB	インフォーマル	2003年1月7日 ～2003年3月31日	100
...	...	...	...	...

Fig. 8

個人ID (社員ID)	名前	メール アドレス	組織ID
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Fig. 9

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社員 ID	名前	メールアドレス	組織 ID
1	Hoge1	Hoge1@a.b.c	1
2	Hoge2	Hoge2@a.b.c	2,3
3	Hoge3	Hoge3@a.b.c	5,8,10
4	Hoge4	Hoge4@a.b.c	5,8,10
...	...	...	...
127	Hoge127	Hoge127@a.b.c	3,50,75,99,120
...	...	...	...

Fig. 10

調査結果(活動)

回答者ID (個人ID)	回答ID	活動主体組織 (組織ID)	活動内容	活動関係者 (個人ID)	期間	頻度
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Fig. 11

調査結果(伝達)

回答者ID (個人ID)	回答ID	伝達相手 (個人ID)	伝達内容	期間	頻度
-----------------	------	----------------	------	----	----

Fig. 12

調査結果(意識変化)

回答者ID (個人ID)	回答ID	影響を与えた人 (個人ID)	影響内容	期間	頻度
-----------------	------	-------------------	------	----	----



Fig.13

組織 コミュニケーションID	回答者ID (個人ID)	回答ID
-------------------	-----------------	------

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Fig.14

調査結果(個人・組織の属性、外部環境、個人認識など)

回答者ID (個人ID)	質問1への 回答	質問2への 回答	.....	質問rへの 回答
-----------------	-------------	-------------	-------	-------------

Fig.15

組織ID	共通単語
------	------

Fig.16A

組織 A の共通単語

共通単語	出現頻度
顧客	48
女性	42
議論	40
戦略	39
技術	30
お客	29
事業	25
サイト	5

Fig.16B

組織 B の共通単語

共通単語	出現頻度
サイト	52
お願い	48
サーバー	40
皆様	40
考え	40
議論	32
技術	30
コスト	3

Fig.16C

組織 C の共通単語

共通単語	出現頻度
円	108
ロボット	94
技術	93
議論	78
プリント	68
コスト	64
生産	54
サーバー	10

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Fig. 17

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組織ID	共通単語	概念
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Fig.18

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組織 ID	共通同義語	
	共類義語	出現頻度
1	{顧客、お客、クライアント}	100
	{活動、行動、業務、タスク、・・・}	78
	{ソリューション、解決方法、答え、・・・}	32
2	共類義語	出現頻度
	{知識、ナレッジ、知恵、経験}	32
	{技術、テクノロジー、機能}	14
	・・・	7
3	共類義語	出現頻度
	・・・	98
	・・・	20
	・・・	3

Fig. 19

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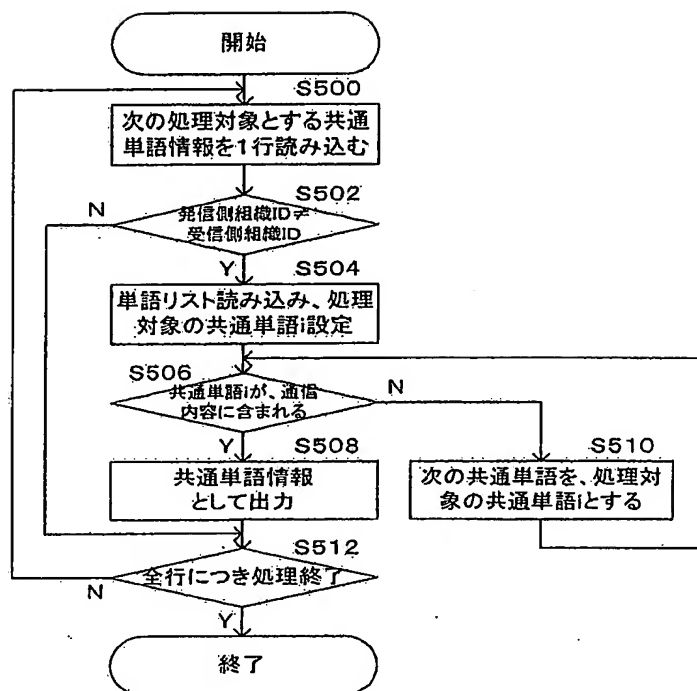
回答者ID (組織ID)	影響を与えた 組織ID	共通単語
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Fig. 20

回答者ID (組織ID)	影響を与えた 組織ID	共通単語	概念
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Fig. 21

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S50

Fig.22

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回答者ID (個人ID)	影響を与えた人 (個人ID)	共通単語
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Fig.23

回答者ID (個人ID)	影響を与えた人 (個人ID)	共通単語	概念
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Fig.24

組織ID (個人ID)	共通単語	影響範囲(組織数)
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Fig.25

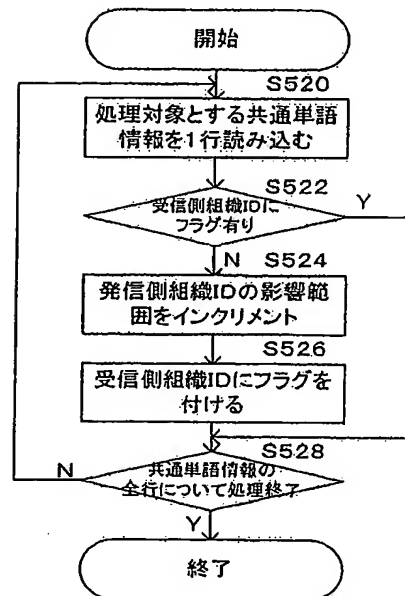
組織 ID	影響範囲 (組織数)
1	115
2	32
3	50
4	40

Fig. 26

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組織 ID	影響度 (頻度数)
1	753
2	222
3	300
4	50

Fig. 27

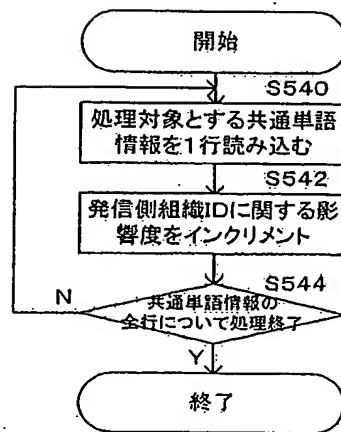


S52



Fig. 28

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S54

Fig. 29

組織ID (個人ID)	共通単語	概念	影響範囲(組織数)
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Fig.30

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組織 ID	概念 (単語)	影響範囲 (組織数)
1	顧客	50
1	満足	50
1	信頼	15
2	サービス	12
2	ソリューション	20
3	ナレッジ	50
4	技術	10
4	競合	20
4	環境	10

Fig.31

組織 ID	概念 (単語)	影響度 (頻出数)
1	顧客	500
1	満足	200
1	信頼	53
2	サービス	121
2	ソリューション	101
3	ナレッジ	300
4	技術	10
4	競合	20
4	環境	20

Fig.32

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概念ID	組織ID/ 個人ID	概念	影響度(集計値)	時期
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Fig.33

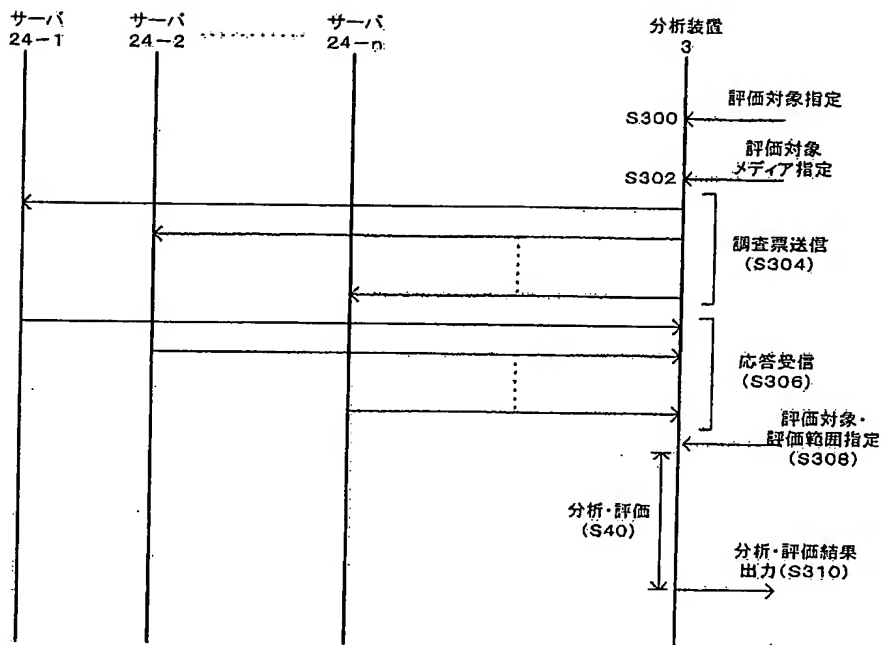
概念ID	組織ID/ 個人ID	概念 (近似概念を含む)	影響度(集計値)	時期
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Fig.34

概念ID	概念	影響範囲	時期
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Fig.35

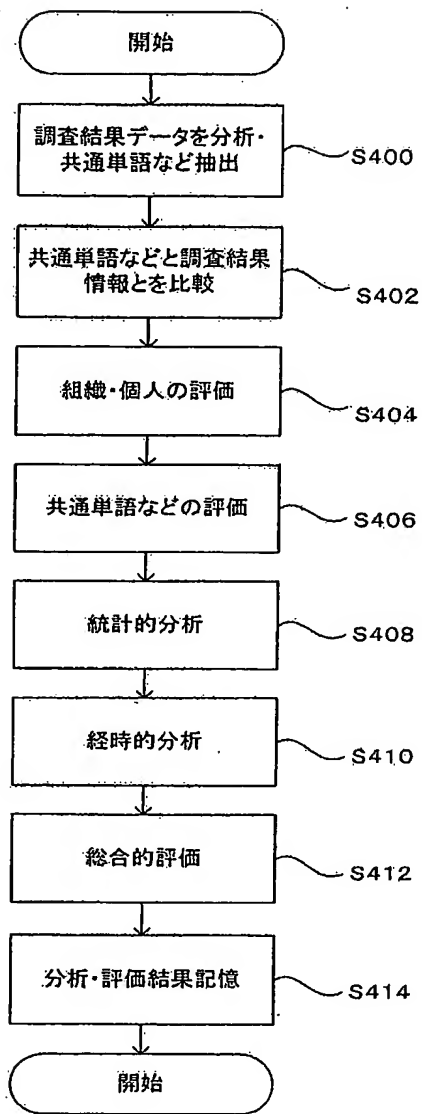
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分析・評価シーケンス (S30)

Fig. 36

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分析・評価(S40)